Norton AntiVirus for OS/2 Distribution Guide

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C O N T E N T S

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How Norton AntiVirus for OS/2 works

Norton AntiVirus for OS/2 is client software that eliminates computer viruses on OS/2 workstations. It can be installed to client machines over a network with login scripts, using the utility provided. Regular updates of virus definitions files can be managed with login scripts or directly by the desktop user.

Norton AntiVirus for OS/2 features include:

- Automatic protection within Win-OS/2 and DOS sessions, for complete protection for all activities within the sessions.

  In a DOS or Win-OS/2 session, the automatic protection feature, Norton Auto-Protect, can be loaded into memory, providing constant protection within that session. In a DOS or Win-OS/2 session, Microsoft Word and Excel data files are protected from cross-platform macro viruses by Auto-Protect, which scans data files when you open, copy, or save them.

- Automated updates of virus definitions files from Symantec's FTP server or from a network drive that you specify.

- User-defined scanning and scheduling of scanning and LiveUpdate events.

Computer viruses in OS/2

There are currently no known native OS/2 viruses. The greatest virus threat in the OS/2 environment is as a carrier for files distributed to other platforms. Without virus protection, many viruses can remain undetected in an OS/2 environment and spread through email and other file transfer methods to cause harm on other platforms. Two classes of viruses compose the greatest threat in the OS/2 environment:

- Macro viruses that infect word processing and spreadsheet documents (such as Microsoft Word or Excel) running in a Win-OS/2 session.

- Program viruses that infect executable files in Win-OS/2 and DOS window sessions.

These viruses are spread as attachments, embedded OLE objects, or documents that are shared on servers and through email. In Win-OS/2 and DOS sessions, Norton AntiVirus for OS/2 detects and eliminates these viruses automatically. In the native OS/2 environment, Norton AntiVirus for OS/2 detects and (depending on the user settings) eliminates these viruses during scans.

To ensure that computers stay virus-free, it is vital to establish regular scanning schedules and frequent virus definitions updates.

What you need to do

Norton AntiVirus is a workstation application that has a utility to assist with network administration. Distribution and implementation of Norton AntiVirus for OS/2 involves the following steps:

- Create a shared volume location for downloading installation software and regular virus definitions updates.

- Add command lines to a user's login script that launches the Norton AntiVirus for OS/2 utility, NAVOS2UP.EXE, that activates the installation and LiveUpdate activity.

- Edit the NAVOS2UP.EXE configuration file, NAVOS2UP.INI, to specify the location of the installation files and the default location for LiveUpdate virus definitions file updates.

- Edit the LiveUpdate configuration file, NAVLUOS2.INI, to provide the default shared volume location where LiveUpdate will obtain regular virus definitions updates.

- Tell users about Auto-Protect alerts in Win-OS/2 and DOS sessions.

- Tell users to scan all downloaded files received in OS/2 sessions, for example, files downloaded from the Internet in an OS/2 Netscape session.

Components

Norton AntiVirus for OS/2 is a client application that is run from a workstation. Its main components include the following:

- Main application and supporting library and configuration files.
- Auto-Protect local server application.
- Auto-Protect memory-resident (TSR) application for DOS and Win-OS/2 sessions only.
- Command-line scanner and LiveUpdate application.
- LiveUpdate feature and supporting files.
- Scheduler to activate local scanning and LiveUpdate sessions.
- Updateable virus definitions files.
- Administration utility, NAVOS2UP.EXE and associated .INI file designed to launch installation and LiveUpdate functions of Norton AntiVirus for OS/2.

Also shipped with the product is a DOS-based Emergency Boot Disk Set with a minimum-configuration restart and disk scan capability to remove boot viruses on DOS FAT volumes.

System Requirements

The requirements to run Norton AntiVirus for OS/2 are:

- IBM PC or 100% compatible.
- Intel 80386 DX or higher (Intel 486 recommended).
- OS/2 2.11, Warp, Warp Connect, or Warp 4.
- 16 MB of RAM (32 MB RAM recommended).
- 24 MB of disk space.
- CD-ROM drive.

Distributing Norton AntiVirus for OS/2

You can distribute Norton AntiVirus for OS/2 to workstations by adding lines to the user's login script to launch the NAVOS2UP.EXE installation. This utility is also designed to launch LiveUpdate.

Creating a shared folder

A shared folder, accessible to all workstations, should be created and designated as the Norton AntiVirus for OS/2 installation path in the NAVOS2UP.INI file. When you add a command line to launch NAVOS2UP.EXE from a user's login script, installation of Norton AntiVirus for OS/2 takes place the next time the user logs on to the network. (This is not a silent installation. For more information, please see the Readme.txt file in the NAVOS2 directory on the Solutions CD.)

If users have access to the Internet, the LiveUpdate program will retrieve OS/2 virus definitions updates from Symantec's LiveUpdate FTP server. However, for users who do not have access to the Internet, you should create a central location for the virus definitions file packet, ENNLU.OS2.

- On workstations with TCP/IP connectivity, LiveUpdate can download virus definitions from Symantec's LiveUpdate FTP server.
- On workstations without TCP/IP connectivity, administrators can configure LiveUpdate to retrieve the virus definitions update packet from a shared server. If no default location is provided in the NAVOS2UP.INI file, LiveUpdate prompts the user to browse to the packet location.

Removing IBM AntiVirus for OS/2

Norton AntiVirus for OS/2 detects the presence of IBM AntiVirus for OS/2 during installation. If this product is found, the user will be given an option to remove the IBM AntiVirus product from the system before continuing with the installation of Norton AntiVirus for OS/2. If the user chooses not to uninstall IBM AntiVirus for OS/2, the installation will terminate and the user will be informed that the IBM product must be uninstalled prior to installing NAV for OS/2.

Using a login script with Norton AntiVirus for OS/2

Norton AntiVirus for OS/2 provides a utility file, NAVOS2UP.EXE, that can be run from a client login script to install Norton AntiVirus and update virus definitions using LiveUpdate.

You must enter a command line in the user's login script or similar startup file to launch NAVOS2UP.EXE. You must also edit the NAVOS2UP.INI file to include the correct path information for the Norton AntiVirus installation files and for the virus definitions packet ENNLU.OS2 file.

Administrators can use the NAVOS2UP.EXE utility to manage Norton AntiVirus for OS/2 installations and virus definitions updates over a network. This utility can perform the following functions:

- Install Norton Antivirus for OS/2.
- Trigger LiveUpdate to check for updated virus definitions.

NAVOS2UP.INI

The NAVOS2UP.INI file contains the settings for NAVOS2UP.EXE. This is an editable text file. Using the default settings, NAVOS2UP.EXE looks to see if Norton AntiVirus is already installed on a workstation. If Norton AntiVirus for OS/2 is not installed, NAVOS2UP.EXE launches the installation utility and installs Norton AntiVirus.

If Norton AntiVirus for OS/2 is installed, NAVOS2UP.EXE looks for the date of the installed virus definitions file on the workstation, and compares them with the latest files in a location you specify in NAVOS2UP.INI. If the time and date stamps for the virus definitions on the workstation are older than the comparison definitions, NAVOS2UP.EXE launches LiveUpdate.

The following script contains the contents of NAVOS2UP.INI in the NAVOS2\ADMIN folder on the Norton AntiVirus Solutions CD.

NAVOS2UP.EXE is run from client machines where Norton AntiVirus for OS/2 is installed, as specified in the client machine OS2.INI file.

Installation and update script template

```
[Action]
Install=TRUE
UpdateVirusDefs=TRUE
Install: (if install = TRUE in navos2up.ini)
```

```
;;The [Install] section determines if it is necessary to run
 install.exe on the target machine.
```
```
;;If it is necessary, navos2up.exe launches install.exe and
 waits for this process to complete.
```
[Install]
```
SourceLocation=\servername\install\symantec\\navos2
```
```
;;The path of your Norton AntiVirus for OS/2 installation
 files. This must be a mapped drive.
```
```
LaunchApplication=install.exe
```
```
;;This is the command to start the Norton AntiVirus for OS/2
 installation application.
```
```
Checkalreadylnstalled=TRUE
```
```
;;If FALSE, the install is run.
```
```
CheckVersionStamp=1.0
```

Virus definitions update section of navos2up.ini

The following section of NAVOS2UP.INI provides a suggested routine to check for virus definitions dates and if necessary, launch LiveUpdate to get the current virus definitions.

The script accomplishes the following tasks:

- Determines if it is necessary to launch LiveUpdate based on a comparison of the date/time stamp of the ENNLU.OS2 packet residing on the server, and the date/time stamp of the installed virus definitions on the client workstation.

- If necessary, launches NAVLUOS2.EXE (LiveUpdate) in silent mode from Norton Antivirus for OS/2 installed on the client workstation.

```
[UpdateVirusDefs]
```
```
SourceLocation=\\server\\updates\\symantec\navos2\vdefs
```
```
;;The location of the latest virus definitions for the OS/2
 platform.
```
```
LaunchApplication=Navluos2.exe /Silent
```
```
;;Launch LiveUpdate in silent mode from the workstation
```
```
RollOutINIFileBeforeLU=TRUE
```
```
;;if RollOutlNlFileBeforeLU=TRUE - copy this file on the
 client machine in the folder where NAV was installed.
```
```
INIFile=NAVLUOS2.INI
```
```
;;At the end of the operation, update the navluos2.ini file.
```

Post-install actions

After installation of Norton AntiVirus for OS/2, a Norton AntiVirus folder is created on the Presentation Manager Desktop. From here the user can start Norton AntiVirus.

Once Norton AntiVirus for OS/2 is installed, we recommend that users do the following:

- Scan for viruses immediately. A scan is not performed automatically, either before or after installation. For more information on scanning or scheduling scans, see "Scanning for viruses" in Chapter 2 of the *Norton AntiVirus for OS/2 User's Guide*.

- Designate a specific folder for downloading or copying any files received from any outside source, so the files can be scanned for viruses before they are used. For more information, see "Scanning incoming files" below.

- Run LiveUpdate to make sure users have the most up-to-date virus protection. For more information, see "Keeping virus protection current" on page 13.

Scanning incoming files

Because Norton AntiVirus for OS/2 does not run Auto-Protect in native OS/2 mode, files that are downloaded from the Internet, email, or other outside sources are not automatically scanned for viruses. Auto-Protect is only available (if enabled) in Win-OS/2 and DOS sessions. For this reason, we recommend that users designate a "downloads" folder to receive any incoming files or attachments. Before using the new files, users can scan this folder, (or set up an automatic scan using the Scheduler) without having to take time to scan the entire drive.

Most virus attacks on the OS/2 platform are from macro viruses spread from shared files. Although Auto-Protect detects macro viruses when an infected Microsoft Word or Excel file is opened in a Win-OS/2 session, it is not active in native OS/2 sessions. Taking this precaution will protect users from spreading viruses by copying, receiving, or sending files when Auto-Protect is not active.

Scheduling virus scans and other activities

It is recommended that users schedule a weekly scan to ensure that workstations stay virus-free. The Scheduler feature in Norton AntiVirus for OS/2 can be used to establish regular scans and LiveUpdate sessions.

To schedule a scan:

1   In the Norton AntiVirus main window, click the Scheduler button.

In the Scheduler window you can add, edit, copy, or delete a scheduled activity.

2   Click Add.

3   In the Add Event dialog box select Scan For Viruses From The Type Of Event list.

4   In the Command Line/What To Scan text box, type a command-line switch, or the path or folder to scan.

For example, type /L to have Norton AntiVirus scan all local drives, or enter specific drive letters (for example, c: D:).

5   Choose a frequency and then select the date and/or time of day to scan.

6   Make sure the Enable This Event check box is checked.

7   Click OK to return to the Scheduler window.

Note: The workstation must be turned on and Norton Scheduler must be running when the scan is due to take place.

Checking status of Auto-Protect

When Auto-Protect detects a virus during a full-screen Win-OS/2 or DOS session, it sounds a distinctive tone on the workstation to alert users that there is a problem. To prevent the virus from causing further damage, Norton AntiVirus will temporarily freeze the screen of the workstation's Win-OS2 or DOS session.

The user needs to switch back to the OS/2 Presentation Manager desktop, (press Alt-Esc) to view the Auto-Protect virus alert message. Until the user responds to the Auto-Protect alert, the Win-OS/2 or DOS session's screen will be frozen.

For more information, see the *Norton AntiVirus for OS/2 User's Guide*.

Keeping virus protection current

Norton AntiVirus relies on current virus definitions to detect and eliminate newly discovered viruses. One of the most common reasons for virus infections is the failure to update virus protection files after initially installing the product. Symantec regularly supplies updated virus definitions files, which contain the necessary information about all newly discovered viruses.

To keep virus protection current on workstations running Norton AntiVirus for OS/2, you need to:

- Download virus definitions files updates from Symantec.
- Update the virus definitions file packet in the directory on a shared server where users can access the update packet.
- Distribute the virus definitions files to workstations with your network administration tool.

Distributing virus definitions updates

Updating virus definitions takes place with the LiveUpdate function of Norton AntiVirus for OS/2. With LiveUpdate, Norton AntiVirus connects automatically to special Symantec sites and determines if your virus definitions need updating. If so, it downloads the proper files and installs them in the proper location.

LiveUpdate looks for the most current virus definitions files, and compares them with the workstation's currently installed virus definitions files. If the dates are the same, no update occurs. If the workstation's files are older, LiveUpdate copies the installation packet to a temporary local directory and installs the virus definitions.

Access to the virus definitions is usually obtained through an FTP connection to Symantec's FTP server. Administrators can obtain the virus definitions and put them in a shared location on the network. Using LiveUpdate, users can browse the network to find the virus definitions packet and complete the virus update.

NAVOS2LU.INI

The NAVOS2LU.INI file contains the default location where LiveUpdate obtains the virus definitions packet, ENNLU.OS2. You can edit this file to

specify a UNC path or other shared location where LiveUpdate looks for this file.

The following code lists the structure of the NAVOS2LU.INI file:

```
[NAVLUOS2]
PacketName=ftp://<serverlocation>/filename
username: <client_username>
password: <client_password>
```

You can substitute the path in the PacketName line to point to a local UNC drive or directory.

You can also use an FTP utility to copy the virus definitions packet, ENNLU.OS2, from the Symantec FTP site to a local shared drive so users can access it locally. You can either edit the NAVOS2LU.INI file to specify the new location, or let users browse to that location with LiveUpdate.

Note: Administrators who are using LiveUpdate Administrator can also download OS/2 virus definitions along with other platform virus definitions.

Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

Technical Support and Customer Service solutions vary by country. If you have questions about the services described below, please refer to the section "Worldwide Service and Support" at the end of this chapter.

Registering your Symantec product

To register your Symantec product, please complete the registration card included with your package and drop the card in the mail. You can also register via modem during the installation process (if your software offers this feature) or via fax to
(800) 800-1438 or (541) 984-8020.

LiveUpdate Subscription Policy

Retail customers: With the purchase of this product, you receive 12 free months of unlimited online use of LiveUpdate. Renewal subscriptions are available for $3.95 per year.

After using this product for ten months, you will be prompted to subscribe when you begin a LiveUpdate session. Simply follow the onscreen instructions. After your one-year free subscription ends, you must renew your subscription before you can complete a LiveUpdate session.

To order, do one of the following:

- In the United States, call Customer Service at (800) 441-7234
- Outside the United States, contact you local Symantec office or representative
- Visit our website at: www.shop.symantec.com

Corporate Customers: Contact your Symantec representative for information about LiveUpdate subscription pricing.

Virus definitions update disk

If you don't have a modem to obtain virus definitions files using the Internet, CompuServe, America Online, or the Symantec BBS, you can order regular updates from Symantec to arrive by mail. This service requires a fee.

To order, do one of the following:

- In the United States, call (800) 441-7234.
- Outside the United States, contact your local Symantec office or representative.

Technical support

Symantec offers an array of technical support options designed for your individual needs to help you get the most out of your software investment.

World Wide Web

The Symantec World Wide Web site (http://service.symantec.com) is the doorway to a set of online technical support solutions where you will find the following services:

Interactive problem solver

Symantec's online interactive problem solver (known as the Support Genie) helps
you solve problems and answer questions about many Symantec products.

Product knowledgebases

Product knowledgebases enable you to search thousands of documents used by Symantec Support Technicians to answer customer questions.

FAQs

Frequently Asked Questions documents, also known as FAQs, list commonly asked questions and clear answers for specific products.

Discussion groups

Discussion groups provide a forum where you can ask questions and receive answers from Symantec online support technicians.

FTP

Point your web browser to http://service.symantec.com to search for and download technical notes and software updates. You can also click the LiveUpdate button in programs enabled with this feature to automatically download and install software updates and virus definitions.

Other Symantec support options include the following:

America Online	Type Keyword: SYMANTEC to access the Symantec forum.
CompuServe	Type GO SYMANTEC to access the Symantec forum.
Symantec BBS	Set your modem to 8 data bits, 1 stop bit, no parity and dial (541) 484-6669.
Automated fax retrieval system	To receive general product information, fact sheets and product upgrade order forms directly to your fax machine, please call our Customer Service fax retrieval system at (800) 554-4403 or (541) 984-2490. For technical application notes, please call our Technical Support fax retrieval system at (541) 984-2490 and select option 2.
StandardCare Support	If you can't access the Internet, take advantage of your 90 days of free telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software. Please see the back of this manual for the support telephone number for your product.
PriorityCare and PlatinumCare Support	Expanded telephone support services are available to all registered customers. For complete information, please call our automated fax retrieval service, located in the United States, at (800) 554-4403 or (541) 984-2490, and request document 070, or visit www.symantec.com/techsupp/phone/index.html

Chat Now!	Chat Now! For selected products this service provides customers with the ability to discuss technical issues with a Support Analyst in "realtime" over the Internet, using text, files, and HTML for a fee.

Support for old and discontinued versions

When a new version of this software is released, registered users will receive upgrade information in the mail. Telephone support will be provided for the previous version for six months after the release of the new version. Technical information may still be available through online support.

When Symantec announces that a product will no longer be marketed or sold, telephone support will be discontinued 60 days later. Support will only be available for discontinued products through online services. See the section "Technical support" for online service options.

Customer Service

Symantec's Customer Service department can assist you with non-technical questions. Call Customer Service to:

- Order an upgrade.
- Subscribe to the Symantec Support Solution of your choice.
- Fulfill your request for product literature or demonstration disks.
- Find out about dealers and consultants in your area.
- Replace missing or defective CDs, disks, manuals, etc.
- Update your product registration with address or name changes.

You can also visit Customer Service online at www.symantec.com/custserv for the latest Customer Service FAQs, to find out the status of your order or return, or to post a query to a Customer Service discussion group.

Worldwide Service and Support

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